# FAQ - Secure Wi-Fi

Full wireless services are reserved for current students, faculty, and staff with an active ValpoNet account. Access is available for Windows, Macintosh, and Linux computers, mobile devices with any OS (iOS, Android, Windows Mobile, Blackberry, Palm), as well as other devices like e-readers and gaming consoles.

**Question:**
Which network should I use?

**Answer:**
There are three available networks.

1. valpo-connect: use this network to authenticate and receive the passphrase to onboard your device. Everyone starts here.
    a. Students, faculty, and staff should use these instructions to connect.
    b. Guests should use these instructions to connect.
2. valpo-net: this is the new secure network for students, faculty, and staff to use after registering computers, laptops, smartphones, tablets, streaming media devices, gaming consoles, and so forth.
3. valpo-guest: this is the secure network for use by guests to campus. It has limited access to the internet and Valpo resources.
4. VU-Secure: this is the old secure network most devices used after authentication. This network will be removed in late summer 2019.
5. VU-Media: this network is unencrypted and is designed primarily for gaming consoles or other devices that cannot perform encryption. This network will be removed in late summer 2019.

**Question:**
Where is the network available?

**Answer:**
The wireless network is available in all campus buildings, and in some outdoor locations as well.

**Question:**
Why is my device still connecting to **valpo-connect** instead of **valpo-net**?

**Answer:**

Some devices "remember" the **valpo-connect** connection and will try to continue connecting to this network instead of **valpo-net**. Go into your device's wi-fi settings and "forget" the **valpo-connect** network. Your device should then connect to **valpo-net** instead.

**Question:**
If there is full wireless coverage in the residence halls, do I still need to use my wired network connection?

**Answer:**
The University's wireless network is intended to allow customers to perform basic online activities, such as email and general web surfing. The wired connection in your residence hall room has a faster and more reliable network connection (100mbs) when you plug in, especially for activities like streaming video (such as Netflix, etc) or gaming.

**Question:**
Why am I sometimes disconnected from the wi-fi network without warning?

**Answer:**
The nature of wireless connections makes them prone to disruption from other devices, such as wireless telephones, microphones, and video systems; microwave ovens; certain types of motors; rogue devices and wireless printers; and other devices that send signals through the air. Additionally, system updates to mobile devices can cause unexpected device behavior, and the number of devices using any given wireless access point could overload it. Unfortunately, sporadic loss of connectivity must be expected while using the wireless network. For a guaranteed connection, it's best to use the wired network.

**Question:**
Why do I need to register my device?

**Answer:**
Students, faculty, and staff must register their devices once a year during their stay at Valpo in order to use our network. This serves several purposes:

- Each person is given an opportunity to update the device(s) they're using on campus.
- Each person is given a chance to review the University's Acceptable Use Policy and ensure continued compliance.

**Question:**
Why do I need to register every year?

**Answer:**
This is a precaution to help protect the security of the network and ensure that only currently-used devices are still registered.


**Question:**
What if I'm having trouble with my wi-fi connection?

**Answer:**
If you're having trouble logging in or connecting your device, contact the IT Help Desk.


**Question:**
How fast is Valpo's wireless network?

**Answer:**
Wireless speed depends on several factors, including your device, physical distance from the wireless access points, the type of building materials (walls, doors, floors) between the access point and your device, and the type of wireless service in use.

IT presently supports three generations of wireless protocols, including 802.11a/g, 802.11n, and most recently, 802.11ac. Any current 802.a/g or newer wireless network card should work without any problems. Newer wireless network cards should be "backwards compatible" with older 802.11 networks (check the network card documentation). Our testing has shown that significant quality differences exist with some wireless network cards, which may impact signal quality and signal range.


**Question:**
How secure is the wireless network?

**Answer:**
The **valpo-net** network encrypts all traffic sent and received from a wireless device using WPA-2 technology.


**Question:**
Can I install my own wireless router in my room?

**Answer:**
Due to the potential for interference with the campus wireless network as well as the possible security exposures that can result from personally installed wireless access points, the use of personal access points on campus is **not permitted**. This includes wireless routers, wireless bridges, and similar products.

Furthermore, such devices can disrupt network connections for other users on the network. When we locate such devices, the network port servicing the device will be disabled. Contact will be made with the occupant of the room to notify them. Repeated violations will be referred to the Dean of Students. Once the room occupant has verified compliance, we will re-enable the network port.


**Question:**
I'm graduating/ leaving campus... how do I uninstall the security certificate/profile?

**Answer:**
We've got pages on removing the security certificate from iOS and MacOS devices within this knowledge base. For other devices (Android, Windows, etc), perform a Google search for instructions on how to remove a security profile from your specific device. If you need assistance, contact the IT Help Desk.


✅ **Still need help?**

  For additional assistance, contact the **IT Help Desk**.


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